



**Libby Removal Action**  
**Written Comments from the Residential Relocation Evaluation Forms**  
**September 2002 through February 2004 (Names removed)**

Survey prepared by Ekstrom in October 2002. Updated by Ekstrom on February 26, 2004  
(list of survey questions is provided at the end of this document)

**Written Comments from Evaluation Forms:**

**"The work done on my property was great. The job has made my whole place look better. Thank you so much for the great work that was done."**

**"You did a wonderful job on containing the noticeable source of asbestos, but when will you be back to remove the rest of the asbestos from the house and well? I believe the asbestos has sifted down into the water supply, as inside of pump house is full of glittering asbestos from ceiling above. I thank you all for a job well done with the friendliness and courtesy you gave me."**

**"Everyone was wonderful and never could I find anything that was not done right. Thank you for a job well done".**

**"Overall we were very happy with the whole process. The only thing I think we could complain about was the lack of communication. We were told we would be contacted every day about the progress and that didn't happen. We felt like we were left in the dark half of the time. Also, there was some lack of communication between the workers from the start to the end. We were very pleased with the workers who did all the restoration work. They were very friendly and met all of the needs we had or asked for. Thank you for being so flexible and doing such a good job. We are very pleased with the final outcome."**

**"We found Karen Berry to be very reliable and dependable. She was excellent about following through with her plans and relaying needed information to us, the homeowners. We were very pleased with the cleanup and are very happy to have the asbestos removed from our home. Thank you."**

**"It's a stressful situation when one has to leave one's property in the hands of strangers. I am grateful it went as well as it did. Thank you."**

**"We would appreciate receiving follow-up documentation written around the first paragraph of this evaluation. This certification to potential property buyers or renters would be helpful. Thank you. Your work and professionalism is greatly appreciated. I especially wish to thank Karen Berry. She kept me informed about the work and dates for completion. She provided me with written documentation and changes throughout the project."**

**"I would like to suggest that the supervisor or foreman (i.e. ER person directly responsible for overseeing the work done on home) in charge of a particular home introduce him/herself to the owners and state that he/she will be responsible for the detailed clean-up involving the home. This way, the owner has an idea of who the foreman is – plus helps to lower anxiety because the owner at least has one person he/she can relate to. When a large group of workers report to the home, the owner doesn't feel that any one (1) person will take ownership of the job. Introductions add a "personal" touch to the clean-up and lets the landowners know "I will take good care of your home!" P.S. I am very pleased with the outcome of my home – but if I had known that there was one or two special "overseers", it would have made me more at ease during the cleanup."**

**"Haven't been reimbursed yet. Did not know if neighbors were informed or not. A neighbor did stop by and say she was glad for the extra security – the pm guards."**

**"We heard a flyer went out to the neighbors but haven't talked to any of them personally".**

**"Each crew did an excellent job with their assigned tasks. I have no complaints. This home is a safer place to live now."**

**"Thank you."**

**"Sorry this is slow in return. Your guys did a great job."**

**"As of today (5/27/2003) they have not did the clean-up work in my yard and grounds. They just did the house and shop and garage."**

**"I was told in the relocation packet that I would be contacted on a daily basis. This would have been nice. I was told no items would be thrown away and some were. I wasn't told they would dump items I had spent time packing into boxes to make it easier to move the box out of the box. These items were not put back in easy to find places, so I had to hunt for things. I did not appreciate my glasses being (indecipherable) and my software given to me so I could sell my books back."**

**"We are very pleased with the job EPA and Karen Berry have done to meet our needs on our Libby property. It looks better than ever and we appreciate your efforts. We also appreciate all you have done to clean up Libby."**

**"I'll try to answer the above questions here. I find the number questionnaires too cumbersome to answer and I don't like them at all. I was treated real fairly, I feel, on this matter and have no complaints at all, especially the CDM program lady who took care of it all. She was a real professional at her job and everything was done to my satisfaction."**

**"Plants that had to be removed were well taken care of – but put back in the wrong spots. Some kind of coding system might help. I'm not upset, though. We should have been informed what on what in interior needed to be painted for touch up instead of discovering on our own. But, overall, it was a painless 2 weeks."**

**"Suggestion – Take some time before removal to walk through the property and label plants to be saved. Also, if the homeowner and contractors (restoration specialists) could plan the restoration and landscaping ahead of time, it would save time and money, especially if there are changes to be made. I appreciate all that was done. It increased the value of my property. I am humbled over the amount of work and monies involved. I thank you. The workers were very accommodating and willing to be helpful. They made it less traumatic for me. Thank you again."**

**"Thank you for your work! :o)"**

**"Thank you! You were wonderful and job done were pros!"**

**"I was spoiled by the restoration crew workers, etc. They went beyond their call of duty. No complaints. I have visited with several families that are getting ready to go through the same as I have. I have invited many to my property to see for themselves. I know without a doubt I have certainly lessened the worries and fears they had – the fears and worries I experienced myself. As a County employee of 20 years, I was asked to a meeting in the County Commission office about the clean up. Totally thumbs up for the way I was treated. I also invited them to my property for a viewing. Let them judge for themselves. I commend them all (EPA, ER, CDM). Thank you for this opportunity to share and express my being thankful to a wonderful crew."**

**"Thank you. The staff and crew I dealt with were excellent!!"**

**"The workers were very polite and helpful".**

**"They were all good workers."**

**"A great job – well done! The people were all very friendly."**

"The top soil isn't as nice as what we had. Everything else was fine."

"Karen Berry was just super. Handled everything very professional."

"Thank you so much to your quick clean up of our front playground! We were impressed with how hard you worked to get it done before school started! Thank you. :o) Thank you too for helping us work through the concerns of the St. John Lutheran Church leadership. You handled yourself in a very professional manner and it was my pleasure to work with you."

"I wasn't living in the house at the time of the restoration so don't know about the contractors, etc. but guess they were capable – health and safety precautions – got it done." Anonymous

"Thank You!"

"The yard work was great, but what happened to doing the inside? At first we were told it would be done, but then we seemed to have been forgotten about? So, when will this be done?"

"As my responses above show, my wife and I are very pleased with the way we were treated by CDM throughout this process. CDM was reasonable and flexible. Our situation was somewhat unique – our garage had been destroyed by fire and we needed to reside the exterior of our house. CDM worked with us to address our unique situation, rather than using a "one size fits all approach." There were a couple of minor problems we encountered when we moved back into the house, but considering the scope and complexity of the job, such things must be expected. All things considered, we are extremely satisfied with the way we were treated and with the quality of CDM's work."

"I've been out of state but I'm happy it's restored."

"I was satisfied with everything except that they didn't remove all of carpets in living room and 1 bedroom and they were the carpets with the asbestos in them and under them. Also, I was not happy with cleaning in house. They just threw everything into boxes and didn't put back where they belonged. For the wages they get for cleaning you'd think they could have done better. My garage was done a lot better. I was very happy with Karen Berry. She was great."

"We feel very satisfied with all work performed. We want to thank all involved. The security folks did a fine job. Mr. C Jackson and crew did an outstanding job. EPA and other representatives were fir the most part prompt, courteous, and informative. We made many "friends" during this process. Happy New Year"

### **Comments sent separately to field office for follow up**

"The slope of the land was not returned to its original state. Replacement of the storage shed not comparable to value of original".

"I am amazed that it took so many personnel to do so little work. The sod which was laid, was laid in excavation which was inadequately back filled. This resulted in the owner having to roll up one third of the sod and apply 10 wheel-barrow loads of dirt to fill the low places. The area within the hedge was not properly inspected to determine the presence of Zonolite. Even though Zonolite was found in the rock wall. This needs to be re-checked.!! I feel the owner should be reimbursed for time spent in redoing the sod."

"Left large bald spot where porta potty was stored and also left ruts in the yard. It is going to take some time to restore my property back to the original conditions if it ever gets back to it. They hydroseeded spots and then when they come each day to water with such force it washes the seeds away. I have many bare spots."

"Attic access from hall was framed with cardboard instead of wood"

"Our home was not as clean as the CIC had stated it would be. We had to assert ourselves to have our home cleaned. We now have doubts and concerns about the quality of the work that we can not see. We also realized that our walls were not cleaned at all. There is a feeling in our community that corners are being cut to save money. We hope this is not true."

"I will use another sheet of paper as I have such to let you know about, please read all of it."

"I was not satisfied that my insulation in the attic did not contain "asbestos." They looked at it and said "no." However, it looked like samples at the EPA office in Libby. The recent tests on my property did not match with the "original" tests made about 1999 by different people. After "dirt" was replaced, final completion report only addressed the yard – nothing was said about the house! The original report said "Tribolite" (sic) traces were found in my carpet – from where?? I don't think there is a problem – but with the conflicting reports – I just wanted this statement on record – if the question comes up in the future." –

"According to the men who laid the sod, the ground wasn't really readied right for the sod to be laid. In most cases the new sod that was laid is higher than the ground, especially at the edges where the new sod was laid. Also under the propane tank no sod was laid. Could also use some top soil to help around the edges."

"Planting grass not done yet! Did not receive garden seed yet! When will this be complete?"

#### **Listing of Questions on Evaluation Form:**

1. The on-site Community Involvement Coordinator (CIC) was friendly and helpful.
2. The relocation handouts I was given were useful.
3. My questions were answered by the CIC in a timely manner.
4. I had no problems getting in touch with the CIC.
5. The CIC contacted me as often as I would have liked.
6. The CIC worked to solve any problems I had (forgotten items, schedule, etc.).
7. My family and I were treated with courtesy and respect during the relocation.
8. I was well informed of my choices for relocation (hotel, RV, friend's home, etc.).
9. I was well informed about the expected length of my relocation and was kept informed.
10. The hotel where I was relocated met my standards for cleanliness, comfort, and safety.
11. The reimbursement paperwork was completed with minimal effort on my part.
12. I received my reimbursement within a reasonable time frame (21 days).
13. The per diem rate was sufficient for my family.
14. The reimbursement policies were fair and appropriate.
15. I was well informed about the scope of the remediation/restoration.
16. The specifics of the restoration were documented in writing and provided to me.
17. My concerns about the work were addressed to my satisfaction.
18. I felt comfortable with the capabilities of the contractors.
19. My neighbors were informed of what was happening on my property.
20. I was kept informed of any changes to the schedule for remediation/restoration.
21. I am impressed by the health and safety precautions taken on my property.
22. I realize that not all of my possessions could be decontaminated, and I am satisfied with how those decisions were made.
23. I believe the work done on my property was of high quality.
24. My property was restored to a condition equal to or better than its previous condition.
25. I am satisfied with the work done on my property.
26. I am glad my property was remediated/restored.

*Possible responses to these questions were: "strongly agree", "agree", "disagree", "strongly disagree". The numerical summary of answers to these questions is provided in an accompanying spreadsheet.*

**Summary of Residential Responses on CIC Evaluation Forms, Libby Abestos Removals 2002 and 2003 (names removed)**

| No.               | 1. CIC Friendly? | 2. Handouts Useful?* | 3. Contacted in Timely Manner? | 4. Able to Reach CIC? | 5. Contacted Often Enough? | 6. Problems Addressed? | 7. Treated w/ Courtesy & Respect? | 8. Relo Choices Explained? | 9. Relo Length Explained/Updated? | 10. Hotel Standards Met? | 11. Reimb. Paperwork Easy? | 12. Reimbursement Time Good? | 13. Per Diem Rate Adequate? | 14. Reimb. Policies Fair? | 15. Well Informed about work? | 16. Specifics Documented? | 17. Concerns Addressed? | 18. Contractors Capable? | 19. Neighbors Apprised? | 20. Informed of Changes? | 21. Impressed with H&S? | 22. Understand Decon Choices? | 23. High Quality Work? | 24. Restored to Normal? | 25. Satisfied w/Restoration? | 26. Glad for Removal and Restoration | Date Response Received | Relocated? | Comments Made? | Needs Followup? |
|-------------------|------------------|----------------------|--------------------------------|-----------------------|----------------------------|------------------------|-----------------------------------|----------------------------|-----------------------------------|--------------------------|----------------------------|------------------------------|-----------------------------|---------------------------|-------------------------------|---------------------------|-------------------------|--------------------------|-------------------------|--------------------------|-------------------------|-------------------------------|------------------------|-------------------------|------------------------------|--------------------------------------|------------------------|------------|----------------|-----------------|
| General Questions |                  |                      |                                |                       |                            | Relocation Questions   |                                   |                            |                                   |                          |                            |                              |                             | Restoration Questions     |                               |                           |                         |                          |                         |                          |                         |                               |                        |                         |                              |                                      |                        |            |                |                 |
| 1                 | 1                | 1                    | 1                              | 1                     | 1                          | 1                      | 1                                 | 1                          | 1                                 | 1                        | 1                          | 1                            | 1                           | 1                         | 1                             | 1                         | 1                       | 1                        | 1                       | 1                        | 1                       | 1                             | 2                      | 1                       | 1                            | 1                                    | May-03                 | Y          | Y              |                 |
| 2                 | 1                | 1                    | 1                              | 1                     | 1                          | 1                      | 1                                 | 1                          | 1                                 | 1                        | 1                          | 2                            | 2                           | 1                         | 2                             | 1                         | 1                       | 1                        | 3                       | 1                        | 1                       | 1                             | 1                      | 1                       | 1                            | 1                                    | May-03                 | Y          | Y              |                 |
| 3                 | 1                | 1                    | 1                              | 1                     | 2                          | 1                      | 1                                 | 1                          | 2                                 | 1                        | 1                          | 1                            | 1                           | 1                         | 1                             | 1                         | 1                       | 1                        | 1                       | 1                        | 1                       | 1                             | 1                      | 1                       | 1                            | 1                                    | May-03                 | Y          | Y              |                 |
| 4                 | 2                | 2                    | 1                              | 1                     | 3                          | 1                      | 1                                 | 1                          | 2                                 | 2                        | 1                          | 1                            | 3                           | 3                         | 1                             | 2                         | 3                       | 2                        | 3                       | 1                        | 3                       | 2                             | 2                      | 2                       | 4                            | 2                                    | Feb-04                 | Y          | Y              | Y               |
| 5                 |                  |                      |                                |                       |                            |                        | NA                                | NA                         | NA                                | NA                       | NA                         | NA                           | NA                          | NA                        | 1                             | 1                         | 2                       | 2                        | 1                       | 1                        | 1                       | 2                             | 2                      | 2                       | 2                            | 2                                    | Apr-03                 | N          | N              |                 |
| 6                 | 1                | 1                    | 1                              | 1                     | 1                          | 1                      | 1                                 | 1                          | 1                                 | 1                        | 1                          | 1                            | 1                           | 1                         | 1                             | 1                         | 1                       | 3                        | 1                       | 1                        | 1                       | 1                             | 3                      | 1                       | 3                            | 3                                    | May-03                 | Y          | N              |                 |
| 7                 | 1                | 1                    | 1                              | 1                     | 1                          | 1                      | 1                                 | 1                          | 1                                 | 1                        | 1                          | 1                            | 1                           | 1                         | 1                             | 1                         | 1                       | 1                        | 1                       | 1                        | 1                       | 1                             | 1                      | 1                       | 1                            | 1                                    | Jun-03                 | Y          | N              |                 |
| 8                 | 2                | 2                    | 2                              | 2                     | 2                          | 2                      | NA                                | NA                         | NA                                | NA                       | NA                         | NA                           | NA                          | NA                        | 2                             | 2                         | 2                       | 2                        | 2                       | 2                        | 2                       | 2                             | 2                      | 2                       | 2                            | 2                                    | Sep-03                 | N          | N              |                 |
| 9                 | 1                | 1                    | 1                              | 1                     | 1                          | 1                      | 1                                 | 1                          | 1                                 | 1                        | 1                          | 1                            | 1                           | 1                         | 1                             | 1                         | 1                       | 1                        | 1                       | 1                        | 1                       | 1                             | 1                      | 1                       | 1                            | 1                                    | Sep-03                 | Y          | N              |                 |
| 10                | 2                | 2                    | 2                              | 2                     | 2                          | 2                      | NA                                | NA                         | NA                                | NA                       | NA                         | NA                           | NA                          | NA                        | 2                             | 2                         | 2                       | 2                        | 2                       | 2                        | 2                       | 2                             | 2                      | 2                       | 2                            | 2                                    | Sep-03                 | N          | Y              |                 |
| 11                | 1                | 1                    | 1                              | 4                     | 4                          | 1                      | 1                                 | 1                          | 1                                 | 1                        | 1                          | 1                            | 1                           | 1                         | 1                             | 4                         | 1                       | 1                        | 4                       | 4                        | 4                       | 1                             | 4                      | 4                       | 4                            | 1                                    | Nov-03                 | Y          | N              |                 |
| 12                | 2                | 1                    | 2                              | 3                     | 2                          | 1                      | 1                                 | 1                          | 1                                 | 1                        | 1                          | 1                            | 1                           | 1                         | 2                             | 1                         | 1                       | 1                        | 1                       | 1                        | 1                       | 1                             | 2                      | 2                       | 2                            | 1                                    | Oct-03                 | Y          | N              |                 |
| 13                | 1                | 1                    | 1                              | 1                     | 1                          | 1                      | NA                                | NA                         | NA                                | NA                       | NA                         | NA                           | NA                          | NA                        | 1                             | 1                         | 1                       | 1                        | 1                       | 1                        | 1                       | 1                             | 2                      | 2                       | 2                            | 1                                    | Oct-03                 | N          | Y              |                 |
| 14                | 2                | 2                    | 2                              | 2                     | 2                          | 2                      | NA                                | NA                         | NA                                | NA                       | NA                         | NA                           | NA                          | NA                        | 2                             | 2                         | 1                       | 1                        | 2                       | 2                        | 2                       | 2                             | 2                      | 2                       | 2                            | 1                                    | Sep-03                 | N          | N              |                 |
| 15                | 1                | 1                    | 1                              | 1                     | 1                          | 1                      | NA                                | NA                         | NA                                | NA                       | NA                         | NA                           | NA                          | NA                        | 1                             | 1                         | 1                       | 1                        | 1                       | 1                        | 1                       | 1                             | 1                      | 1                       | 1                            | 1                                    | Nov-03                 | N          | Y              |                 |
| 16                | 2                | 2                    | 2                              | 1                     | 1                          | 1                      | NA                                | NA                         | NA                                | NA                       | NA                         | NA                           | NA                          | NA                        | 1                             | 1                         | 2                       | 2                        | 2                       | 1                        | 2                       | 2                             | 2                      | 1                       | 1                            | 1                                    | Nov-03                 | N          | N              |                 |
| 17                | 2                | 2                    | 2                              | 2                     | 2                          | 2                      | NA                                | NA                         | NA                                | NA                       | NA                         | NA                           | NA                          | NA                        | 2                             | 2                         | 2                       | 2                        | 2                       | 2                        | 2                       | 2                             | 2                      | 2                       | 2                            | 2                                    | Jan-04                 | N          | Y              |                 |
| 18                | 1                | 1                    | 1                              | 1                     | 1                          | 1                      | NA                                | NA                         | NA                                | NA                       | NA                         | NA                           | NA                          | NA                        | 1                             | 1                         | 1                       | 1                        | 1                       | 1                        | 1                       | 1                             | 1                      | 1                       | 1                            | 1                                    | Oct-03                 | N          | N              |                 |
| 19                | 1                | 1                    | 1                              | 1                     | 1                          | 1                      | 1                                 | 1                          | 1                                 | 1                        | 1                          | 1                            | 1                           | 1                         | 2                             | 2                         | 2                       | 2                        | 2                       | 2                        | 2                       | 3                             | 4                      | 3                       | 4                            | 2                                    | Feb-04                 | Y          | Y              |                 |
| 20                | 2                | 1                    | 3                              | 2                     | 2                          | 1                      | 1                                 | 1                          | 1                                 | 1                        | 1                          | 1                            | 1                           | 1                         | 2                             | 2                         | 2                       | 3                        | 1                       | 2                        | 2                       | 3                             | 3                      | 3                       | 3                            | 1                                    | Feb-04                 | Y          | N              |                 |
| 21                | 1                | 1                    | 1                              | 1                     | 1                          | 1                      | 1                                 | 1                          | 1                                 | 1                        | 1                          | 1                            | 1                           | 1                         | 1                             | 1                         | 1                       | 1                        | 1                       | 1                        | 1                       | 1                             | 1                      | 1                       | 1                            | 1                                    | Nov-03                 | Y          | Y              |                 |
| 22                | 1                | 2                    | 2                              | 1                     | 1                          | 1                      | 2                                 | 1                          | 1                                 | 1                        | 2                          | 2                            | 2                           | 2                         | 2                             | 2                         | 2                       | 2                        | 2                       | 2                        | 2                       | 2                             | 2                      | 2                       | 2                            | 2                                    | Feb-03                 | Y          | Y              |                 |
| 23                | 1                | 1                    | 2                              | 2                     | 2                          | 1                      | 1                                 | 1                          | 2                                 | 1                        | 1                          | 4                            | 2                           | 2                         | 3                             | 2                         | 2                       | 2                        | 2                       | 3                        | 2                       | 2                             | 2                      | 2                       | 2                            | 2                                    | Jul-03                 | Y          | Y              |                 |
| 24                | 1                | 1                    | 1                              | 1                     | 1                          | 1                      | NA                                | NA                         | NA                                | NA                       | NA                         | NA                           | NA                          | NA                        | 1                             | 1                         | 1                       | 1                        | 1                       | 1                        | 1                       | 1                             | 1                      | 1                       | 1                            | 1                                    | Jan-03                 | N          | Y              |                 |
| 25                | 1                | 1                    | 1                              | 1                     | 1                          | 1                      | NA                                | NA                         | NA                                | NA                       | NA                         | NA                           | NA                          | NA                        | 1                             | 1                         | 1                       | 1                        | 1                       | 1                        | 1                       | 1                             | 1                      | 1                       | 1                            | 1                                    | Jan-03                 | N          | N              |                 |
| 26                | 1                | 1                    | 1                              | 1                     | 1                          | 1                      | 1                                 | 1                          | 1                                 | 1                        | 1                          | 1                            | 1                           | 1                         | 1                             | 1                         | 1                       | 1                        | 1                       | 1                        | 1                       | 1                             | 1                      | 1                       | 1                            | 1                                    | Jul-03                 | Y          | Y              |                 |
| 27                | 1                | 1                    | 1                              | 1                     | 2                          | 1                      | 1                                 | 1                          | 1                                 | 1                        | 1                          | 1                            | 1                           | 1                         | 1                             | 1                         | 1                       | 1                        | 1                       | 1                        | 1                       | 1                             | 1                      | 1                       | 1                            | 1                                    | May-03                 | Y          | Y              |                 |
| 28                | 1                | 1                    | 1                              | 1                     | 2                          | 3                      | 1                                 | 1                          | 1                                 | 1                        | 1                          | 2                            | 1                           | 1                         | 1                             | 1                         | 1                       | 1                        | 1                       | 1                        | 1                       | 1                             | 1                      | 1                       | 1                            | 1                                    | Nov-03                 | Y          | N              |                 |
| 29                | 1                | 2                    | 1                              | 1                     | 2                          | 2                      | 1                                 | 1                          | 2                                 | 1                        | 1                          | 2                            | 1                           | 2                         | 1                             | 1                         | 2                       | 1                        | 1                       | 2                        | 1                       | 2                             | 1                      | 1                       | 1                            | 1                                    | Jan-03                 | Y          | Y              |                 |

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|-----|-------------------|---------------------|--------------------------------|-----------------------|----------------------------|------------------------|-----------------------------------|----------------------------|-----------------------------------|-------------------------|----------------------------|------------------------------|-----------------------------|---------------------------|-------------------------------|---------------------------|-------------------------|--------------------------|-------------------------|--------------------------|-------------------------|-------------------------------|------------------------|-------------------------|------------------------------|--------------------------------------|------------------------|------------|----------------|-----------------|---|
|     | General Questions |                     |                                |                       |                            |                        | Relocation Questions              |                            |                                   |                         |                            |                              |                             |                           | Restoration Questions         |                           |                         |                          |                         |                          |                         |                               |                        |                         |                              |                                      |                        |            |                |                 |   |
| 30  | 1                 | 1                   | 1                              | 1                     | 1                          | 1                      | 1                                 | 1                          | 2                                 | 1                       | 1                          | 1                            | 1                           | 1                         | 1                             | 1                         | 1                       | 1                        | 1                       | 1                        | 1                       | 2                             | 1                      | 1                       | 3                            | 1                                    | Nov-03                 | Y          | Y              |                 |   |
| 31  | 1                 | 1                   | 1                              | 1                     | 2                          | 2                      | 1                                 | 1                          | 1                                 | 1                       | 2                          | 2                            | 1                           | 1                         | 2                             | 2                         | 2                       | 2                        | 2                       | 2                        | 2                       | 2                             | 1                      | 1                       | 2                            | 2                                    | May-03                 | Y          | N              |                 |   |
| 32  | 1                 | -                   | 1                              | 1                     | 1                          | 1                      | NA                                | NA                         | NA                                | NA                      | NA                         | NA                           | NA                          | NA                        | 1                             | 1                         | 1                       | 1                        | 1                       | 1                        | 1                       | 1                             | 1                      | 1                       | 1                            | 1                                    | Nov-03                 | N          | N              |                 |   |
| 33  | 1                 | -                   | 3                              | 2                     | 3                          | 2                      | NA                                | NA                         | NA                                | NA                      | NA                         | NA                           | NA                          | NA                        | 2                             | 2                         | 2                       | 2                        | -                       | 3                        | 2                       | -                             | 2                      | -                       | -                            | -                                    | Oct-03                 | N          | Y              | Y               |   |
| 34  | 1                 | -                   | 1                              | 1                     | 1                          | 1                      | NA                                | NA                         | NA                                | NA                      | NA                         | NA                           | NA                          | NA                        | 1                             | 1                         | 1                       | 1                        | 2                       | 1                        | 1                       | 1                             | 1                      | 1                       | 1                            | 1                                    | Nov-02                 | N          | Y              | Y               |   |
| 35  | 1                 | 1                   | 1                              | 1                     | 1                          | 1                      | NA                                | NA                         | NA                                | NA                      | NA                         | NA                           | NA                          | NA                        | 1                             | 1                         | 1                       | 1                        | 1                       | 1                        | 1                       | 1                             | 1                      | 1                       | 1                            | 1                                    | May-03                 | N          | N              |                 |   |
| 36  | 1                 | 1                   | 1                              | 1                     | 1                          | 1                      | 1                                 | 1                          | 1                                 | 1                       | 1                          | 1                            | 1                           | 1                         | 1                             | 1                         | 1                       | 1                        | 1                       | 1                        | 1                       | 1                             | 1                      | 1                       | 1                            | 1                                    | Jul-03                 | Y          | Y              |                 |   |
| 37  | 1                 | 2                   | 1                              | 1                     | 1                          | 1                      | 1                                 | 1                          | 1                                 | NA                      | 1                          | 2                            | 2                           | 2                         | 1                             | 1                         | 1                       | 1                        | -                       | 1                        | 2                       | 2                             | 2                      | 1                       | 1                            | 1                                    | 1                      | Aug-03     | Y              | Y               |   |
| 38  | 1                 | 1                   | 1                              | 1                     | 1                          | 1                      | NA                                | NA                         | NA                                | NA                      | NA                         | NA                           | NA                          | NA                        | 1                             | 1                         | 2                       | 1                        | -                       | 2                        | 3                       | 1                             | 1                      | 1                       | 1                            | 1                                    | 1                      | Aug-03     | N              | N               |   |
| 39  | 1                 | 1                   | 2                              | 1                     | 1                          | 2                      | 2                                 | 1                          | 2                                 | 1                       | 2                          | 2                            | 2                           | 2                         | 2                             | 2                         | 2                       | 2                        | 2                       | 2                        | 1                       | 2                             | -                      | 2                       | 2                            | 2                                    | 2                      | May-03     | Y              | Y               |   |
| 40  | 2                 | 2                   | 2                              | 2                     | 2                          | 3                      | 2                                 | 2                          | 4                                 | 2                       | 2                          | 2                            | 2                           | 2                         | 3                             | 2                         | 4                       | 4                        | 3                       | 4                        | 2                       | 4                             | 4                      | 4                       | 4                            | 4                                    | 4                      | Aug-03     | Y              | Y               | Y |
| 41  | 2                 | 2                   | 3                              | 2                     | 2                          | 2                      | 2                                 | 1                          | 2                                 | 1                       | 2                          | 3                            | 1                           | 1                         | 3                             | 2                         | 3                       | 1                        | 4                       | 2                        | 1                       | 2                             | 2                      | 3                       | 1                            | 1                                    | Jan-04                 | Y          | n              |                 |   |
| 42  | 1                 | -                   | 1                              | 1                     | 1                          | 1                      | NA                                | NA                         | NA                                | NA                      | NA                         | NA                           | NA                          | NA                        | 1                             | 1                         | 1                       | 1                        | 1                       | 1                        | 1                       | 1                             | 1                      | 1                       | 1                            | 1                                    | 1                      | Nov-03     | N              | Y               |   |
| 43  | 2                 | 2                   | 3                              | 2                     | 2                          | 2                      | 1                                 | 2                          | 2                                 | NA                      | 1                          | 1                            | 1                           | 3                         | 2                             | 2                         | 2                       | 2                        | 2                       | 2                        | 2                       | 2                             | 2                      | 1                       | 1                            | 1                                    | 1                      | Feb-04     | Y              | Y               | N |
| 44  | 1                 | 1                   | 1                              | 1                     | 1                          | 1                      | 1                                 | 1                          | 1                                 | 1                       | 1                          | 1                            | 1                           | 1                         | 1                             | 1                         | 1                       | 1                        | 1                       | 1                        | 1                       | 1                             | 1                      | 1                       | 1                            | 1                                    | May-03                 | Y          | N              |                 |   |
| 45  | 1                 | 1                   | 1                              | 2                     | 2                          | 2                      | 1                                 | 1                          | 2                                 | 2                       | 1                          | 1                            | 1                           | 1                         | 2                             | 1                         | 2                       | 2                        | 2                       | 3                        | 2                       | 2                             | 3                      | 3                       | 2                            | 2                                    | 2                      | Jun-03     | Y              | Y               | M |
| 46  | 2                 | -                   | 3                              | 1                     | 3                          | 1                      | 1                                 | 3                          | 2                                 | 1                       | 1                          | 2                            | 1                           | 1                         | 2                             | 4                         | 2                       | 2                        | 4                       | 2                        | 2                       | 1                             | 2                      | 2                       | 2                            | 2                                    | 2                      | Jan-03     | Y              | Y               |   |
| 47  | 1                 | 1                   | 1                              | 1                     | 1                          | 1                      | 1                                 | 1                          | 1                                 | 1                       | 1                          | 1                            | 1                           | 1                         | 1                             | 1                         | 1                       | 1                        | 1                       | 1                        | 1                       | 1                             | 1                      | 1                       | 1                            | 1                                    | May-03                 | Y          | N              |                 |   |
| 48  | 1                 | 1                   | 1                              | 1                     | 1                          | 1                      | NA                                | NA                         | NA                                | NA                      | NA                         | NA                           | NA                          | NA                        | 1                             | 1                         | 1                       | 1                        | 1                       | 1                        | 1                       | 1                             | 1                      | 1                       | 1                            | 1                                    | 1                      | Jul-03     | N              | Y               |   |
| 49  | 2                 | -                   | 1                              | 2                     | 1                          | 2                      | NA                                | NA                         | NA                                | NA                      | NA                         | NA                           | NA                          | NA                        | 1                             | 1                         | 2                       | 2                        | -                       | 2                        | 1                       | -                             | 1                      | 1                       | 1                            | 1                                    | 1                      | Nov-03     | N              | Y               |   |
| 50  | -                 | -                   | -                              | -                     | -                          | -                      | -                                 | -                          | -                                 | -                       | -                          | -                            | -                           | -                         | -                             | -                         | -                       | -                        | -                       | -                        | -                       | -                             | -                      | -                       | -                            | -                                    | Jul-03                 | Y          | Y              |                 |   |
| 51  | 3                 | 3                   | 3                              | 2                     | 3                          | 3                      | 3                                 | 3                          | 3                                 | 3                       | 2                          | 2                            | 2                           | 2                         | 3                             | 2                         | 2                       | 2                        | 2                       | 3                        | 2                       | 2                             | 2                      | 2                       | 2                            | 2                                    | 2                      | Feb-04     | Y              | N               |   |
| 52  | 1                 | 1                   | 2                              | 1                     | 1                          | 2                      | 1                                 | 1                          | 1                                 | 1                       | 1                          | 1                            | 1                           | 1                         | -                             | -                         | -                       | -                        | -                       | -                        | -                       | -                             | -                      | -                       | -                            | -                                    | May-03                 | Y          | N              |                 |   |
| 53  | 2                 | -                   | 2                              | 2                     | 2                          | 2                      | NA                                | NA                         | NA                                | NA                      | NA                         | NA                           | NA                          | NA                        | 2                             | 2                         | 2                       | 2                        | 2                       | 2                        | 2                       | 2                             | 2                      | 2                       | 2                            | 2                                    | 2                      | Nov-02     | N              | N               |   |
| 54  | 1                 | 1                   | 1                              | 1                     | 1                          | 1                      | NA                                | NA                         | NA                                | NA                      | NA                         | NA                           | NA                          | NA                        | 1                             | 1                         | 1                       | 1                        | 2                       | 1                        | 1                       | 1                             | 1                      | 1                       | 1                            | 1                                    | 1                      | Oct-03     | N              | Y               |   |
| 55  | 2                 | 1                   | 2                              | 2                     | 4                          | 2                      | 2                                 | 2                          | 4                                 | 2                       | 2                          | 4                            | 3                           | 2                         | 2                             | 2                         | 2                       | 2                        | 2                       | 3                        | 2                       | 2                             | 2                      | 2                       | 2                            | 2                                    | 2                      | Jun-03     | Y              | Y               |   |
| 56  | 1                 | -                   | 1                              | 2                     | 2                          | 2                      | NA                                | NA                         | NA                                | NA                      | NA                         | NA                           | NA                          | NA                        | 1                             | 1                         | 1                       | 1                        | 2                       | 2                        | 2                       | 2                             | 2                      | 2                       | 2                            | 2                                    | 2                      | Nov-03     | N              | N               |   |
| 57  | 2                 | 1                   | 2                              | 2                     | 2                          | 2                      | 2                                 | 2                          | 2                                 | 2                       | 2                          | 2                            | 2                           | 2                         | -                             | -                         | -                       | -                        | -                       | -                        | -                       | -                             | -                      | -                       | -                            | -                                    | Sep-03                 | Y          | Y              |                 |   |
| 58  | 1                 | -                   | 1                              | 1                     | 1                          | 2                      | NA                                | NA                         | NA                                | NA                      | NA                         | NA                           | NA                          | NA                        | 1                             | 1                         | 1                       | 1                        | 2                       | 2                        | 1                       | -                             | 1                      | 1                       | 1                            | 1                                    | 1                      | Sep-03     | N              | N               |   |

**Summary of Residential Responses on CIC Evaluation Forms, Libby Abestos Removals 2002 and 2003 (names removed)**

| No. | General Questions |                      |                                |                       |                            |                        | Relocation Questions              |                            |                                   |                          |                            |                              |                             |                           | Restoration Questions         |                           |                         |                          |                         |                          |                         |                               |                        |                         | Date Response Received       | Relocated?                           | Comments Made? | Needs Followup? |    |   |  |
|-----|-------------------|----------------------|--------------------------------|-----------------------|----------------------------|------------------------|-----------------------------------|----------------------------|-----------------------------------|--------------------------|----------------------------|------------------------------|-----------------------------|---------------------------|-------------------------------|---------------------------|-------------------------|--------------------------|-------------------------|--------------------------|-------------------------|-------------------------------|------------------------|-------------------------|------------------------------|--------------------------------------|----------------|-----------------|----|---|--|
|     | 1. CIC Friendly?  | 2. Handouts Useful?* | 3. Contacted in Timely Manner? | 4. Able to Reach CIC? | 5. Contacted Often Enough? | 6. Problems Addressed? | 7. Treated w/ Courtesy & Respect? | 8. Reio Choices Explained? | 9. Reio Length Explained/Updated? | 10. Hotel Standdrfs Met? | 11. Reimb. Paperwork Easy? | 12. Reimbursement Time Good? | 13. Per Diem Rate Adequate? | 14. Reimb. Policies Fair? | 15. Well Informed about work? | 16. Specifics Documented? | 17. Concerns Addressed? | 18. Contractors Capable? | 19. Neighbors Apprised? | 20. Informed of Changes? | 21. Impressed with H&S? | 22. Understand Decon Choices? | 23. High Quality Work? | 24. Restored to Normal? | 25. Satisfied w/Restoration? | 26. Glad for Removal and Restoration |                |                 |    |   |  |
| 59  | 2                 | -                    | 3                              | 2                     | 2                          | 2                      | NA                                | NA                         | NA                                | NA                       | NA                         | NA                           | NA                          | NA                        | 3                             | 2                         | 4                       | 4                        | -                       | 3                        | 2                       | NA                            | 4                      | 3                       | 4                            | 3                                    | Dec-03         | N               | Y  | Y |  |
| 60  | 1                 | 1                    | 1                              | 1                     | 1                          | 1                      | 1                                 | 1                          | 1                                 | 1                        | 1                          | 1                            | 1                           | 1                         | 1                             | 1                         | 1                       | 1                        | 1                       | 1                        | 1                       | 1                             | 1                      | 1                       | 1                            | 1                                    | Jun-03         | Y               | Y  | Y |  |
| 61  | 2                 | 2                    | 2                              | 2                     | 2                          | 2                      | NA                                | NA                         | NA                                | NA                       | NA                         | NA                           | NA                          | NA                        | 2                             | 2                         | 2                       | 3                        | 2                       | 3                        | -                       | 2                             | 3                      | 3                       | 3                            | 3                                    | Aug-03         | N               | Y  | Y |  |
| 62  | 2                 | 2                    | 2                              | 2                     | 2                          | 2                      | 2                                 | 2                          | 2                                 | NA                       | 2                          | 2                            | 2                           | 2                         | 2                             | 2                         | 2                       | 2                        | 2                       | 2                        | 2                       | 2                             | 2                      | 3                       | 2                            | 2                                    | May-03         | Y               | Y  | Y |  |
| 63  | 2                 | -                    | 2                              | 2                     | 2                          | 3                      | NA                                | NA                         | NA                                | NA                       | NA                         | NA                           | NA                          | NA                        | 2                             | 2                         | 3                       | 3                        | -                       | 2                        | 2                       | 3                             | 2                      | 3                       | 2                            | -                                    | Nov-03         | N               | Y  | Y |  |
| 64  | 1                 | 1                    | 1                              | 1                     | 1                          | 1                      | NA                                | NA                         | NA                                | NA                       | NA                         | NA                           | NA                          | NA                        | 1                             | 1                         | 1                       | 1                        | 1                       | -                        | -                       | -                             | 1                      | 1                       | 1                            | 1                                    | May-03         | N               | Y  | Y |  |
| 65  | 1                 | 1                    | 1                              | 1                     | 1                          | 2                      | NA                                | NA                         | NA                                | NA                       | NA                         | NA                           | NA                          | NA                        | 1                             | 1                         | 3                       | 3                        | 2                       | 1                        | 1                       | 1                             | 1                      | 1                       | -                            | 1                                    | Nov-03         | N               | N  | N |  |
| 66  | 1                 | -                    | 1                              | 1                     | 1                          | 1                      | NA                                | NA                         | NA                                | NA                       | NA                         | NA                           | NA                          | NA                        | 1                             | 1                         | 1                       | 1                        | 1                       | 1                        | 1                       | 1                             | 1                      | 1                       | 1                            | 1                                    | Nov-02         | N               | N  | N |  |
| 67  | 1                 | 1                    | 1                              | 1                     | 1                          | 1                      | 1                                 | 1                          | 1                                 | 1                        | 1                          | 1                            | 1                           | 1                         | 1                             | 1                         | 1                       | 1                        | 1                       | 1                        | 1                       | 1                             | 1                      | -                       | 1                            | -                                    | Nov-02         | Y               | Y  | Y |  |
| 68  | 1                 | 1                    | 1                              | 1                     | 1                          | 1                      | 1                                 | 1                          | 1                                 | 1                        | 1                          | 1                            | 1                           | 1                         | 1                             | 1                         | 1                       | 1                        | 1                       | 1                        | 1                       | 1                             | 1                      | -                       | 1                            | -                                    | Nov-02         | Y               | Y  | Y |  |
| 69  | 4                 | 4                    | 3                              | 3                     | 4                          | 4                      | 4                                 | 1                          | 3                                 | 1                        | 4                          | 4                            | 4                           | 4                         | 3                             | 4                         | 3                       | 3                        | 4                       | 4                        | 4                       | 3                             | 4                      | 4                       | 4                            | 3                                    | Oct-03         | Y               | N  | M |  |
| 70  | 1                 | 1                    | 1                              | 1                     | 1                          | 1                      | 1                                 | 1                          | 1                                 | 1                        | 1                          | 1                            | 1                           | 1                         | 1                             | 1                         | 1                       | 1                        | 1                       | 1                        | 1                       | 1                             | 1                      | 1                       | 1                            | 1                                    | Aug-03         | Y               | N  | N |  |
| 71  | 1                 | -                    | -                              | 1                     | 1                          | 1                      | 1                                 | NA                         | NA                                | NA                       | NA                         | NA                           | NA                          | NA                        | 1                             | 1                         | 1                       | 1                        | 1                       | 1                        | 1                       | -                             | 1                      | 1                       | 1                            | 1                                    | Jan-03         | N               | Y  | Y |  |
| 72  | 2                 | 2                    | 2                              | 2                     | 2                          | 3                      | 1                                 | NA                         | NA                                | NA                       | NA                         | NA                           | NA                          | NA                        | 2                             | 2                         | 3                       | 3                        | 2                       | 2                        | 3                       | 4                             | 3                      | 3                       | 3                            | 3                                    | Apr-03         | N               | Y  | Y |  |
| 73  | 2                 | NA                   | 2                              | 2                     | 2                          | 2                      | NA                                | NA                         | NA                                | NA                       | NA                         | NA                           | NA                          | NA                        | 1                             | 1                         | 1                       | 2                        | -                       | 1                        | 2                       | 2                             | 2                      | -                       | 2                            | 2                                    | May-03         | N               | N  | N |  |
| 74  | 1                 | 1                    | 1                              | 1                     | 2                          | 1                      | 1                                 | 1                          | 1                                 | 1                        | 1                          | 3                            | 1                           | 1                         | 1                             | 1                         | 2                       | 1                        | -                       | 2                        | 1                       | 2                             | 1                      | 2                       | 1                            | 1                                    | Jul-03         | Y               | Y  | Y |  |
| 75  | 1                 | 2                    | 1                              | 1                     | 1                          | 1                      | 1                                 | 2                          | 2                                 | 2                        | 1                          | 2                            | 1                           | 1                         | 2                             | 1                         | 2                       | 2                        | 1                       | 1                        | 1                       | 3                             | 2                      | 2                       | 3                            | 1                                    | Dec-02         | Y               | Y  | Y |  |
| 76  | 1                 | 1                    | 1                              | 1                     | 1                          | 1                      | 1                                 | 1                          | 1                                 | 1                        | 1                          | 1                            | 1                           | 1                         | 1                             | 1                         | 2                       | 1                        | 1                       | 1                        | 1                       | 1                             | 2                      | 2                       | 2                            | 2                                    | Dec-03         | Y               | Y  | Y |  |
| 77  | 1                 | 2                    | 1                              | 1                     | 1                          | 1                      | 1                                 | 1                          | 1                                 | NA                       | 1                          | 1                            | 1                           | 1                         | 2                             | 2                         | 1                       | 2                        | 2                       | 1                        | 1                       | 2                             | 1                      | 1                       | 2                            | 1                                    | Oct-02         | Y               | N  | N |  |
| 78  | 1                 | 1                    | 1                              | 1                     | 2                          | 1                      | NA                                | NA                         | NA                                | NA                       | NA                         | NA                           | NA                          | NA                        | 1                             | 1                         | 2                       | 2                        | 1                       | 1                        | 1                       | 1                             | 2                      | 2                       | 2                            | 1                                    | Aug-03         | N               | N  | N |  |
| 79  | 1                 | 2                    | 1                              | 1                     | 1                          | 2                      | 1                                 | 1                          | 1                                 | 2                        | 1                          | 1                            | 1                           | 1                         | -                             | -                         | -                       | -                        | -                       | -                        | -                       | -                             | -                      | -                       | -                            | -                                    | Oct-03         | Y               | Y  | Y |  |
|     | 68%               | 68%                  | 64%                            | 65%                   | 56%                        | 61%                    | 79%                               | 80%                        | 61%                               | 79%                      | 76%                        | 56%                          | 72%                         | 70%                       | 61%                           | 64%                       | 53%                     | 56%                      | 50%                     | 56%                      | 62%                     | 51%                           | 50%                    | 55%                     | 52%                          | 65%                                  |                | 46              | 47 | 9 |  |
|     | 29%               | 28%                  | 25%                            | 29%                   | 35%                        | 31%                    | 15%                               | 13%                        | 28%                               | 17%                      | 20%                        | 24%                          | 20%                         | 17%                       | 31%                           | 32%                       | 36%                     | 32%                      | 39%                     | 31%                      | 32%                     | 38%                           | 36%                    | 28%                     | 32%                          | 27%                                  |                |                 |    |   |  |
|     | 1%                | 2%                   | 11%                            | 3%                    | 5%                         | 6%                     | 2%                                | 4%                         | 4%                                | 2%                       | 0%                         | 4%                           | 4%                          | 4%                        | 8%                            | 0%                        | 8%                      | 9%                       | 5%                      | 10%                      | 4%                      | 7%                            | 13%                    | 8%                      | 7%                           |                                      |                |                 |    |   |  |
|     | 1%                | 2%                   | 0%                             | 1%                    | 4%                         | 1%                     | 2%                                | 0%                         | 4%                                | 0%                       | 2%                         | 7%                           | 2%                          | 2%                        | 0%                            | 4%                        | 3%                      | 3%                       | 6%                      | 4%                       | 3%                      | 3%                            | 7%                     | 4%                      | 8%                           | 1%                                   |                |                 |    |   |  |

**Summary of Residential Responses on CIC Evaluation Forms, Libby Abestos Removals 2002 and 2003 (names removed)**

| No. | 1. CIC Friendly?  | 2. Handouts Useful? | 3. Contacted in Timely Manner? | 4. Able to Reach CIC? | 5. Contacted Often Enough? | 6. Problems Addressed? | 7. Treated w/ Courtesy & Respect? | 8. Relo Choices Explained? | 9. Relo Length Explained/Updated? | 10. Hotel Standrds Met? | 11. Reimb. Paperwork Easy? | 12. Reimbursement Time Good? | 13. Per Diem Rate Adequate? | 14. Reimb. Policies Fair? | 15. Well Informed about work? | 16. Specifics Documented? | 17. Concerns Addressed? | 18. Contractors Capable? | 19. Neighbors Apprised? | 20. Informed of Changes? | 21. Impressed with H&S? | 22. Understand Decon Choices? | 23. High Quality Work? | 24. Restored to Normal? | 25. Satisfied w/Restoration? | 26. Glad for Removal and Restoration | Date Response Received | Relocated? | Comments Made? | Needs Followup? |
|-----|-------------------|---------------------|--------------------------------|-----------------------|----------------------------|------------------------|-----------------------------------|----------------------------|-----------------------------------|-------------------------|----------------------------|------------------------------|-----------------------------|---------------------------|-------------------------------|---------------------------|-------------------------|--------------------------|-------------------------|--------------------------|-------------------------|-------------------------------|------------------------|-------------------------|------------------------------|--------------------------------------|------------------------|------------|----------------|-----------------|
|     | General Questions |                     |                                |                       |                            |                        | Relocation Questions              |                            |                                   |                         |                            |                              |                             |                           | Restoration Questions         |                           |                         |                          |                         |                          |                         |                               |                        |                         |                              |                                      |                        |            |                |                 |
|     | -                 | 1                   | -                              | -                     | -                          | -                      | 30                                | 32                         | 32                                | 36                      | 32                         | 32                           | 32                          | 32                        | -                             | -                         | -                       | -                        | -                       | -                        | -                       | 1                             | -                      | -                       | -                            | -                                    |                        |            |                |                 |
|     | 3                 | 21                  | 3                              | 2                     | 2                          | 2                      | 1                                 | 2                          | 1                                 | 1                       | 2                          | 2                            | 1                           | 1                         | 5                             | 4                         | 4                       | 4                        | 17                      | 7                        | 6                       | 10                            | 5                      | 8                       | 6                            | 8                                    |                        |            |                |                 |

1=strongly agree, 2=agree, 3=disagree, 4=strongly disagree

\* "no response" answers to this questions were because it did not appear on early versions of the evaluations.

NA = not applicable, these people did not relocate, or they relocated but did not stay in a motel (RV, etc.).

\*\* Beth Lee misunderstood the directions and marked the scale in the opposite direction, corrections have been made in this table.

# Clarence Johnson did not fill out the survey, but wrote a very nice note instead.

Updated 2/26/04 by Ekstrom